

Comment Submitter	Reference	Submitted Comment	Comment response
MAXIMUS Questions and Comments	Glossary Pg 4 & II. B. 2	The draft RFP is not clear about the contractor responsibilities associated with the implementation of the ARC waiver. Please clarify.	If relevant this question should be submitted during official written question and answer period noted in the Final RFP schedule of events.
MAXIMUS Questions and Comments	Glossary Pg 5,10 & II.A.	Please clarify what, if any, additional quality of care monitoring activities are required in relation to the additional LTC-AS responsibilities for the LA-POP program.	If relevant this question should be submitted during the official written question and answer period noted in the final RFP schedule of events.
MAXIMUS Questions and Comments	Glossary Pg 5,10 & II.A.	Please explain how the LA-POP plan of care differs in complexity from other plans of care.	If relevant this question should be submitted during the official written question and answer period noted in the final RFP schedule of events.
MAXIMUS Questions and Comments	Glossary Pg. 6 & II.G.	The Electronic Plan of Care is mentioned in the Glossary and on page 39 as a software and/or database. Please clarify any contractor responsibilities related to its deployment.	If relevant this question should be submitted during the official question and answer period noted in the final RFP schedule of events.
MAXIMUS Questions and Comments	Glossary Pg. 6 & II.A.	The contractor responsibilities associated with enhanced public awareness are unclear in the Glossary, page 6 and in II.A.. Please clarify (i.e. website maintenance, materials development, mailing and fulfillment).	If relevant this question should be submitted during the official question and answer period noted in the final RFP schedule of events.
Mary Simpson Vice President Government Healthcare Solutions – ACS	Glossary, Page 7	Please confirm that the LOCET determination date is the approval or denial date upon receipt of additional medical documentation.	The LOCET determination date that includes the medical documentation phase will be defined in the final RFP.
Mary Simpson Vice President Government Healthcare Solutions – ACS	Glossary, Page 10	A. We recommend that the State provide the schedule to transition the LTC-AS services from the contractor to the Regional SPOEs. B. Please confirm if the State expects vendors to provide a corresponding adjustment in the annual Total Administrative Cost.	A. Any transition schedule available at the time the RFP is released will be provided. B. Please resubmit this question during the official written question and answer period noted in the final RFP schedule of events.

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MAXIMUS Questions and Comments	Glossary Pg 10	The Relationships and Routines Maps are only mentioned in the Glossary. It is unclear whether this is part of the MDS-HC or developed separately by the contractor. Please clarify role and responsibility of contractor.	Contractor responsibilities in relation to Person Centered Planning tools will be noted in the RFP.
Mary Simpson Vice President Government Healthcare Solutions – ACS	ACS General Addendum IV, Pages 70 through 73 (pulled from Q56)	To ensure consistent assumptions among proposal respondents in columns B (Additional Task #1 Client Monitoring) and C (Additional Task #2 Client Monitoring with Fiscal Oversight Checkup for LA POP Recipients) on the Cost and Pricing Template, we recommend that the State provide task descriptions and estimated volumes by year for the scope of work in the following sections of the RFP: . Section II. Scope of Work . C. Additional Task – Monthly and Quarterly Client Contact on page 35 . LA POP references on pages 5, 10, 17, 27, 28, 31, and 35	Questions regarding details of tasks and/or estimates not addressed in the final RFP may be submitted during the official written question and answer period as noted in the final RFP schedule of events
Arthur Lerman Senior Consultant PCG	Page 16 - 3. Enhanced public awareness of the access system, and of services and supports choices	A. Please clarify OAAS' expectations regarding this expected result. B. Is the contractor expected to conduct a marketing campaign? If so, please provide some guidance on how robust such an effort OAAS would like to see.	Please resubmit this question during the official written question and answer period noted as noted in the final RFP schedule of events.
Anna Sever Vice President, Public Sector Development, ValueOptions, Inc.	II. A.	Can the state provide additional information on the LA-POP, including the anticipated implementation date, and whether there are providers currently in place offering services covered under this program?	Please resubmit this question during the official written question and answer period noted in the final RFP schedule of events.
Anna Sever Vice President, Public Sector Development, ValueOptions, Inc.	II. A	What is the planned timeframe for implementation of SPOE in Region 7?	Please resubmit this question during the official written question and answer period noted in the final RFP schedule of events.

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MAXIMUS Questions and Comments	II.B.1.b&c	When establishing performance standards related to calls it is important that the Department recognize how the standards drive the staffing solution and therefore the cost of providing call center services. While quality customer service is paramount, requiring calls to be answered within 3 rings with a live voice and maintaining a less than 5% call abandonment rate during all business hours minimally increases customer service but significantly increases the price of providing the service as it requires the contractor to staff to maximum volumes and call spikes and not to the average volumes. As there is a direct correlation between wait time and abandonment rate it really isn't necessary to include a live answer standard in addition to an abandonment rate standard. The Department might consider a 5% monthly average call abandon rate without a requirement related to answering in a certain amount of time or number of rings. This will lead to less costly call center services.	The final performance standard regarding the deliverable B.1.c. will be provided in the final RFP.
MAXIMUS Questions and Comments	II.B.1.d	The requirement to return calls and messages within one business day is reasonable. However, obtaining 80% live contacts within one business day may be a difficult standard to meet. We have not seen a requirement of this type in any other contracts for government health and human service call centers.	The final performance standard regarding the deliverable B.1.d will be provided in the final RFP.
MAXIMUS Questions and Comments	II.B.1.f	It is unclear who performs the LOCET weekly audit process, the contractor or another entity. Please clarify which entity is responsible for this.	The contractor responsibilities regarding LOCET weekly audits will be described in the final RFP.

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Arthur Lerman Senior Consultant PCG	Page 21 - B.1.g. Secure statewide comprehensive data base of long term care service and support resources	Please provide further guidance about OAAS's expectations in meeting this requirement. Does OAAS have particular standards in mind for updating the database? Does OAAS expect that the AIRS standards will be met?	All guidance regarding database requirements will be provided in the final RFP
Arthur Lerman Senior Consultant PCG	Page 21 - B.1.h. Referrals to Regional Single Point of Entry	A. What is the timeframe for making the regional SPOE in Region7 operational? B. Is there a timetable for establishing other regional SPOEs?	Any time frames available for implementation of the SPOE in Region 7 will be provided at the final RFP.
Mary Simpson Vice President Government Healthcare Solutions – ACS	Section II, B.1.i, Telephone Recording System, Page 21	The RFP states, "It is not required, nor is it prohibited, that 100% of calls be recorded." As costing differs substantially based on the percentage of calls to be recorded, can the Department please provide a specific percentage of calls (i.e., 25%, 50%, 75%, 100%) to be recorded? Providing this information will alleviate large cost differences between prospective bidders.	Any requirements will be provided in the final FRP. Request for further clarification should be asked in the final release of the RFP.
Arthur Lerman Senior Consultant PCG	Page 22 - B.1.j. Provide written information	A. What printed program material currently exists? B. Is it the responsibility of OAAS or the contractor to develop printed material for new programs that are developed by OAAS	Please resubmit the question during the official written question and answer period noted in the final RFP schedule of events.
MAXIMUS Questions and Comments	II.B.2.b	The requirement to conduct 100% LOCETs for persons in nursing facilities within 2 business days of the phone request may be problematic. It may be difficult to reach people by phone to conduct the LOCET and may require in-person visits. If the person passes the LOCET, can the MDS be done at the same time?	This will be addressed in the final RFP.

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Anna Sever Vice President, Public Sector Development, ValueOptions, Inc.	n/a	Can the state provide information on the possible interface between HSC and the LTC-AS Contractor under the Long Term Care Access Services Program?	Please resubmit this question during the official written question and answer period noted in the final RFP schedule of events.
Mary Simpson Vice President Government Healthcare Solutions – ACS	Section II, B.2.f, Participate in Appeal Process for all LOCET Appeals, Page 25	To ensure timely completion of LOCET and face-to-face assessments, we recommend that a supervisor be allowed to participate instead of a LOCET Intake Analyst or Client Assessment Specialist .	Requirements related to this will be found in the final RFP.
Mary Simpson Vice President Government Healthcare Solutions – ACS	Section II, B.2.f. Participate in Appeal Process for all LOCET Appeals, Page 25	To ensure all vendors staff appropriately, we recommend that the State provide the annual projected number of appeals for the each year of the contract term.	The available data is found in Activity Counts, Attachment VI.
Anna Sever Vice President, Public Sector Development, ValueOptions, Inc.	II. B. 2. h	A. Does the state have requirements for the face-to-face interviews that must be conducted on a random sample of LOCET clients within the week of the current telephonic LOCET? B. What information must be collected from LOCET clients during these interviews?	Please resubmit your question during the official written question and answer period noted in the final RFP schedule of events.
Mary Simpson Vice President Government Healthcare Solutions – ACS	Section II, B.2.j, Perform Additional LOCET if Needed per OAAS Protocol and Update and Share Demographic Info, Page 27	There are requirements noted as requirement “ B.2.j”. Please update the final RFP to denote the “Update and Share Demographic Info” as requirement B.2.k.	This typo will be corrected in the final RFP.

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Mary Simpson Vice President Government Healthcare Solutions – ACS	Section II, B.2.j, Perform additional LOCET if needed per OAAS Protocol, Page 27	We recommend that the State specify the number of attempts that must be made before closing a file.	Any requirements regarding this will be addressed in the final RFP
Mary Simpson Vice President Government Healthcare Solutions – ACS	Section II, B.4.f, Phone follow-up to confirm service delivery, Page 32	Please confirm the phone follow-up to confirm service delivery is for initial assessments only.	All expectations will be addressed in the final RFP.
Mary Simpson Vice President Government Healthcare Solutions – ACS	Section II, B.5.f, Customer Satisfaction Follow-up Survey, Page 35	Please confirm that the deliverable for this requirement will be limited to survey questions related to the vendor's performance and not include results related to the client's perception of program policy, dissatisfaction with service limitations ,etc.	Please resubmit this question during the official written question and answer period noted in the final RFP schedule of events.
Arthur Lerman Senior Consultant PCG	Page 35 - C. Additional Task ■ Monthly and Quarterly Client Contact	Please either provide estimates of monthly and quarterly contacts to be used as the basis for the cost and pricing analysis (as you did for the face-to-face assessments) or provide the most current data that can be used to estimate the number of contacts.	All available estimates will be provided in the final RFP or may be sought in the official written question and answer period noted in the final RFP.
Mary Simpson Vice President Government Healthcare Solutions – ACS	Section II, Requirement E, Liquidated Damages, Page 37	In the first sentence of bullet item E.1, the RFP indicates that the State may assess liquidated damages for failure to meet performance standards. This wording is also used in subsection 1, the paragraph following subsection 2, subsection 3, and the paragraph following subsection 3. The wording is Section E states that DHH “will” assess liquidated damages. Please clarify that DHH has the discretion, not necessarily the obligation, to assess liquidated damages.	The final RFP will include the intention of the liquidated damages.

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Mary Simpson Vice President Government Healthcare Solutions – ACS	Section II, Requirement E ■ Liquidated Damages, Page 38	Please confirm that the first sentence on pg. 39 relates to the SLAs in Section II, B.1.a through B.5.f if they are not explicitly covered under Section E.1.a through E.1.g. (Page 3738). Additionally, we recommend that the State provide an example of the type of nonperformance that is not explicitly identified that could be assessed up to \$500 per calendar day under this provision.	Purposes of the liquidated damages will be addressed in the final RFP.
Mary Simpson Vice President Government Healthcare Solutions – ACS	Section II, E.1.f, Liquidated Damages, Page 38	We recommend that the RFP specify that timeliness penalties will not be assessed when a recipient requests a date change to an appointment.	Assessments of penalties will be provided in the final RFP.
Mary Simpson Vice President Government Healthcare Solutions – ACS	Section II, Requirement M, Payment, Page 43	We recommend that the State include the criteria to measure the satisfactory achievement of deliverables during the both the implementation and operational phases of the contract.	The final RFP will describe all performance expectations.
Mary Simpson Vice President Government Healthcare Solutions – ACS	Section III, Proposals, K.1, Proposal Format, Page 47	This requirement states that “an item-by-item response” to the RFP is required. Because Sections I, III, and IV are informational and directive in nature, we recommend that the requirement be revised to read, “An item-by-item response to Section II of the Request for Proposals is requested. A statement of understanding and commitment to the full scope of the Request for Proposals is required.” This approach would save evaluators from having to read content that simply parrots back a respondents understanding of the content included in Sections I, III and IV.	The proposal format will be specified in the final RFP.

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Mary Simpson Vice President Government Healthcare Solutions – ACS	Section III, Requirement M, Item 5.d.iii. Personnel Requirements, Page 50	To expand the pool of talented personnel available to fill the Client Assessment Specialist positions, we recommend that the OAAS broaden the experience requirements to allow employees with a degree in Social Work coupled with the commensurate years of experience to fill these positions.	Please see the definition of human services field listed in the glossary.
Mary Simpson Vice President Government Healthcare Solutions – ACS	Section III, Requirement M, Item 10.d, Cost & Price Analysis, Page 54 Attachment 4, Page 54, rows 7 & 8 Attachment 6, Pages 75-78	We recommend that the final RFP be updated to effect the current volumes for assessment. These include: . Number of initial assessments - 3,061	All available data and estimates will be provided when the RFP is issued or may be sought in the official written question and answer period noted in the final RFP schedule of events.
Mary Simpson Vice President Government Healthcare Solutions – ACS	Section III. Requirement M, Item 10.d, Cost & Pricing Analysis Page 53 & 54	We recommend that the State clarify whether proposal respondents are required to include the cost of providing “choice counseling, caregiver assessments and developing plans of care...conducted during same the face-to-face visit” in the fixed price per client assessment or may these be included in the Total Administrative Cost.	Please resubmit this question during official written question and answer period noted in the final RFP schedule of events.
Arthur Lerman Senior Consultant PCG	Page 54 - N. Evaluation Criteria	Will the approach associated with providing the Additional Task – Monthly and Quarterly Client Contact be part of the proposal evaluation process?	Please resubmit this question during the official written question and answer period noted in the final RFP schedule of events.

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Mary Simpson Vice President Government Healthcare Solutions – ACS	Section III. Requirement N, Item 4.c, Evaluation Criteria, Page 55	We recommend that the final RFP specify the criteria used to qualify for the additional five points. We also recommend that OAAS modify Subsection 5 by increasing the total points for cost to 30 points. To ensure consistent scoring among respondents, we also request the State to mandate the award of these points in the final RFP.	The scoring requirement will be specified in the final RFP.
Arthur Lerman Senior Consultant PCG	Page 55 - 4. Cost Evaluation	A. Is the cost to be used in this evaluation the cost for the core services or the cost of the core services plus the additional task? B. Will the cost of providing Additional Task – Monthly and Quarterly Client Contact be considered at all in the evaluation process?	Please resubmit this question during the official written question and answer period noted in the final RFP schedule of events.
Mary Simpson Vice President Government Healthcare Solutions – ACS	Section II, Requirement M, Payment, Page 43 Section IV. Contractual Information, Requirement 3, Retainage, Page 57	In order to manage risk and lower overall costs, ACS recommends that the 10% retainage be used to assess liquidated damages for implementation deliverables only. We also recommend that liquidated damages for ongoing operations be capped at 10% of the annual contract value.	Retainage and liquidated damages will be addressed in the final RFP.
Mary Simpson Vice President Government Healthcare Solutions – ACS	Addendum IV, Cost and Pricing Template, Pages 70 through 73	Would OAAS please provide estimated task volumes and descriptions under the Glossary, section II. Scope of Work, C. Additional Task – Monthly and Quarterly Client Contact for columns B (Additional Task #1 Client Monitoring) and C (Additional Task #2 Client Monitoring with Fiscal Oversight Checkup for LA POP Recipients)?	All available data and estimates will be provided during the final RFP or may be sought during the official written question and answer period noted in the RFP schedule of events.

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MAXIMUS Questions and Comments	III.M.5	<p>The requirements under "Work Plan/Project Execution" are extremely detailed. We ask or suggest the following:–A. Are all of the items in to be provided in relation to each of the five outcomes or each of the separate tasks under the five outcomes? For example, should a proposal respond to Outcome #1 or all of the B.1.a - B.1.k separate tasks and deliverables?–We suggest a project work plan and implementation schedule be required for the entire project rather than for each of the outcomes or sub-tasks individually. This will enable the work plan to be viewed as a complete deliverable, with all of the outcomes demonstrated in relation to one another. If this suggestion is adopted, then items (c), (k), and (n) could be folded into that single item.– B. Item (d) under "Work Plan/Project Execution" appears to ask for substantially the same information as section III(M)(7) Personnel Qualifications. To eliminate potential redundancies and unnecessary cross-references, please incorporate all of these requirements in a single Personnel-related location in the Proposal Requirements. – C. Items (e) and (f) under "Work Plan/Project Execution" are identical. –Some of the proposal content described between (a) and (q) will be inapplicable to some of the outcomes or sub-tasks described in Section II. The RFP should either indicate which content items are inapplicable to particular requirements in Section II or give proposers the discretion to make that judgment.</p>	Please resubmit this question during the official written question and answer period noted in the final RFP schedule of events.

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MAXIMUS Questions and Comments	III.M.1 , III.M.2, III.M.3, III.M.5	It is not clear from the draft RFP whether items III(M)(1), III(M)(2), and III(M)(3) are general statements about what the Department is seeking in a proposal or if these are actual descriptions of individual sections in a proposal that are separate and apart from the very specific proposal content that is outlined in detail in Section III(M)(5). We respectfully request that the final version of the RFP indicate the Department's intent regarding these sections.	Please resubmit this question during the official written question and answer period noted in the final RFP.
MAXIMUS Questions and Comments	III.M.3	Section III(M)(3) describes anticipated proposal deliverables; please clarify what is required here compared to what is being requested under the "Work Plan/Project Execution" requirements.	Please resubmit this question during the official written question and answer period noted in the final RFP schedule of events.
MAXIMUS Questions and Comments	III.M.5.b	Section III(M)(5)(b) includes some terms in relation to a proposer's management philosophy. In the final version of the RFP, please provide a definition or explanation of what the Department means by "Professional Practices", "Distribution of Work," and "Communication Systems."	The final RFP will address the expectations for the Introductory /Administrative data section of the proposal
MAXIMUS Questions and Comments	III.M. III.M.6	"Work Plan/Project Execution" appears to be a separate section under section III(M), although it is not numbered. It appears that it should be section III(M)(6) and the remaining sections should be renumbered accordingly.	This typo will be corrected in the final RFP.
MAXIMUS Questions and Comments	III.M III.N	Under the Evaluation Criteria outlined in Section III(N), a reference is made to "Introduction/Understanding of Scope of Work" but there is no mention of "Understanding of Scope of Work" in Section III(M).	Please resubmit this question during the official written question and answer period noted in the final RFP schedule of events.